

# **WIRELESS HOTSPOTS**

## **Frequently Asked Questions**

### **Overview**

In order to promote equitable access to the Internet and online resources, the Westland Public Library offers wireless hotspots as a part of its circulating collection. A wireless hotspot is a device that can be used anywhere to create a wireless network so patrons can connect any Wi-Fi enabled mobile device, laptop, smart phone, tablet, printer, digital camera, Smart TV, or gaming device.

Hotspots have unlimited data, and the Westland Public Library will not slow down or shut off access due to the amount of usage. However, using multiple devices simultaneously can slow down overall internet speeds. If you are having trouble acquiring a T-Mobile signal in your house, try placing the device in, or near, a window.

### **1. How do I check out a hotspot?**

- Any Westland resident who is 18 years of age and older and has a library account in good standing may checkout a wireless hotspot from the library's circulation desk.
- Patrons may only checkout wireless hotspots from the Circulation Desk and can only return wireless hotspots to the Circulation Desk at the Westland Public Library.
- Patrons must sign the Wireless Hotspot policy prior to checking out a device.

### **2. How often can I check out a hotspot?**

- Cardholders may check out one (1) hotspot per library card.
- Hotspots checkout for 14 days.
- Patrons may place holds on hotspots in the library's catalog.
- No renewals will be allowed on hotspots.

### **3. What checks out with the hotspot?**

The hotspot checks out in a case containing the following items:

1. Wireless hotspot
2. USB-C cord connected to an AC charger.
3. Instructions
4. Westland Public Library's Wireless Hotspot policy

### **4. What happens if the hotspot becomes overdue?**

Overdue hotspots are deactivated 48 hours after the due date.

## **5. What happens if the hotspot is lost or damaged?**

Library patrons are responsible for loss or damage to the wireless hotspot or any of its contents, and will be assessed the following fee(s) based on the cost(s) to replace the damaged or lost item(s).

- Replacement Costs:
  - Wireless Hotspot Unit: **\$85.00**
  - SIM Card: **\$20.00**
  - Battery: **\$15.00**
  - Hotspot Charger: **\$15.00**
  - Replacement Case: **\$10.00**

## **6. Where do I return the hotspot?**

Hotspots returns must be inside the library at the Circulation Desk inside the library. You will be responsible for any damage if the hotspot is not returned in person, and is instead returned in a book drop or to another library.

## **7. Is any data stored on the wireless hotspot?**

No usage data is stored on the library's wireless hotspot.

## **8. Does the device have any content filtering?**

The Westland Public Library **does NOT provide** internet content filtering through the hotspot. Parents/Guardians are responsible for monitoring what their children access via the hotspot.

## **9. Can I get help setting it up?**

The Library's Information Desk staff will be happy to assist you in setting up your wireless hotspot. Please email us at [questions@westlandlibrary.org](mailto:questions@westlandlibrary.org) or call us at (734)-326-6123.